

Date	Time	Region	How would you rate this contact?	Did the service meet your needs?	Was your safety met?	Comments
02/19		NWR	Excellent	Yes	Yes, He was a lifesaver that day.	My vehicle & cell phone died on same morning. He was there in 15 minutes to help. I commute M-F200mi+/day. It is a relief that svcs like this are out there.
11/13	6:19 A	OR	Good	Yes	Yes	Thank you so very much. I have no idea how I would have gotten that metal out from under my car.
11/18	3:10 P	NWR	Excellent	Yes	Yes	He was great! ----- made a dangerous situation safe.
11/27		NCR	Excellent	Yes	Yes	Provided lights while finishing changing of a flat tire on SR2 - Stevens Pass
11/22	8:56 A	NWR	Excellent	Yes	Yes	The driver made me feel safe & comfortable, waited until the tow truck arrived. I was on 405 N @ rush hour.
02/09		SCR	Excellent	Yes	Yes	I was stalled in a very dangerous position with my RV. Very bad things could have happened, I am very thankful for the WSDOT and what ----- did, Thank you.
02/08		SCR	Excellent	Yes		His timely arrival was God sent - he made a bad situation turn around immediately and his assistance got us safely on our way. Great Job.
01/16	6:17 P	NWR	Excellent	Yes	Yes	He was very professional and concerned about safety! Thanks
02/09		NWR	Excellent	Yes	Yes	The men that helped me were wonderful at there job. I felt very safe.
12/23	4:30 P	NWR	Excellent	Yes	Yes	This was rapid, excellent service, Thank you! Probably saved my life!
11/17	11:45 A	ER	Excellent	Yes	Yes	He was very nice and talked with me until my help arrived taking extra caution with my safety and well being!
12/30		NCR	Excellent	Yes	Yes	Thanks - He did a great job helping, keeping us and other drivers safe.



“Due at least in part to WSDOT’s Incident Response program, WSP’s “motorist assists” are down 16%. This translates into 12,557 fewer responses over six months of the previous year. This means we have more time to enforce traffic violations that may reduce collisions and injuries contributing to traffic tie-ups and insure the safety of those traveling on Washington’s highways.”

Ronal W. Serpas
Chief, Washington State Patrol

0307-0199



Incident Response Team

Clearing Roads Helping Drivers

“They were a godsend and really helped us out. It’s good to know our tax dollars can work!”

August, 2003

Incident Response
In Washington

Highways in the State of Washington are operating at or above capacity and a blocked highway lane can result in miles of backups and long delays. A large portion of all congestion on urban freeways is caused by collisions, disabled vehicles, spills, and other events that impede the normal flow of traffic. As a result, four to ten minutes of traffic congestion (depending on the volume of traffic on the road) can result from every minute a lane remains blocked. Drivers in Washington may spend two weeks of every year stuck in traffic so it's easy to see why the Incident Response Team (IRT) serves a crucial role in keeping Washington on the move. IRT staff are a specially trained group of WSDOT maintenance employees who respond to blocking incidents on our state's freeways and highways. Their main function is "clearing roads" and "helping drivers" to restore the normal flow of traffic as safely and quickly as possible.

Smarter, more attentA
agreement between WSDOT and the Washington State Patrol) – are almost surely contributing benefits to travelers in reduced delay.

2001 & 2002 Peak Travel Times – Highlighted Improvements

			Average Peak Travel Time			Number of Days When Peak Travel Times Exceeded 2 X Freeflow			*95% Reliable Travel Time		
Route	Route Description	Miles	2001	2002	Change	2001	2002	Change	2001	2002	Change
I-5	SeaTac to Seattle (AM)	13	24 min.	23 min.	-1 min.	84	44	-16%	31 min.	28 min.	-3 min.
I-405	Tukwila to Bellevue (AM)	13.5	31 min.	30 min.	-1 min.	198	178	-10%	43 min.	41 min.	-2 min.
I-405	Bothell to Bellevue (AM)	9.7	20 min.	19 min.	-1 min.	142	127	-7%	27 min.	26 min.	-1 min.
SR-167	Renton to Auburn (PM)	9.8	22 min.	19 min.	-3 min.	133	92	-18%	39 min.	37 min.	-2 min.

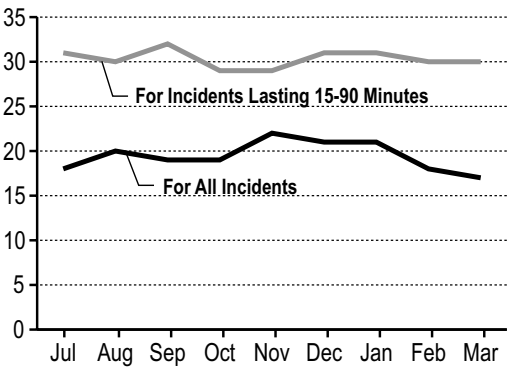
*95% Reliable Travel Times: YouTravel Time.

Measured Results...

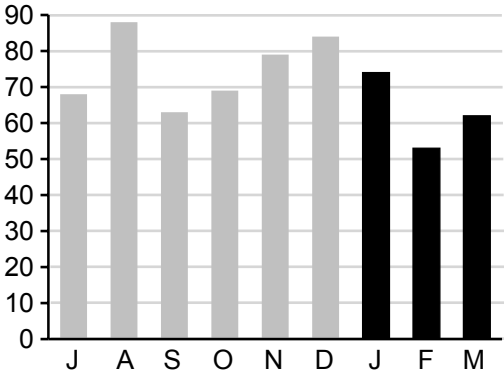
A critical strategy to address congestion is to quickly clear incidents that cause congestion by the use of Incident Response Teams. Incidents that last more than 15 minutes typically have multiple responders and/or jurisdictions (e.g., WSP, Registered Tow Truck Operators, etc.) working collaboratively to clear the scene. WSDOT is taking a closer look at these types of incidents in order to find ways to further reduce the time it takes to clear these incidents.

The measures for incident response are response time and clearance time.

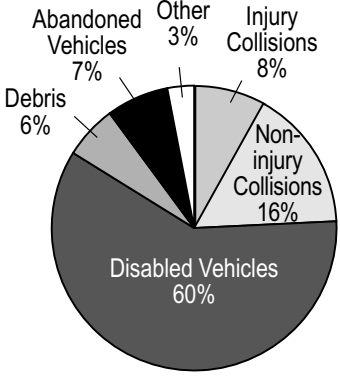
Incident Response:
Average Clearance Time (Minutes)
July 2002 to March 2003



Number of Over 90-Minute Incidents
July 2002 to March 2003

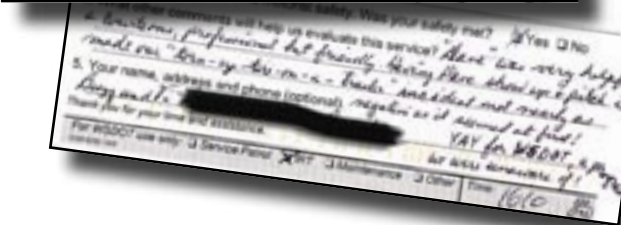


Type of Responses



What assistance does IRT provide?

Incident Response personnel rove on congested freeways during peak hours and are available 24 hours a day, seven days a week to provide traffic control, traffic re-routing, mobile communications, and assistance in incident clearance and clean up. This also includes helping motorists with a flat tire, jump starts, a gallon of gas, and many other types of motorist assistance.



"The service was wonderful...
Great experience all around. Other states need to provide this also."

"Prompt, excellent and courteous assistance.
Please don't let budget cuts affect this program!"

"The WSDOT person above was outstanding
and ensured my safety. Gladly pay taxes to ensure
this service."

